SYSTEM AND METHOD FOR PROCESSING WORK
ACCORDING TO AN ACTIVE WORK MODEL

ABSTRACT OF THE DISCLOSURE

5   In one embodiment of the present invention, a system for processing work items includes a dispatcher operable to receive a plurality of messages and determine if any of the messages is associated with a work assignment. The system also includes an active work server communicatively coupled to the dispatcher and operable to receive work information associated with at least one message determined

10   by the dispatcher to be associated with a work assignment. The active work server is further operable to create a work item associated with the at least one message based at least in part upon the work information, wherein the work item comprises an owner identifier. The active work server further communicates the work item to an owner associated with the owner identifier.